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**Services**

**446 AW LODGING PROGRAM MANAGEMENT**

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This instruction implements AFD 34-2, *Managing Nonappropriated Funds* and AFI 34-246, *Air Force Lodging Program*. It establishes a uniform policy on the use of government (on-base and/or contract) lodging by wing personnel. It applies to all members of the 446th Airlift Wing (446 AW) having lodging requirements at McChord AFB WA. It is ultimately the responsibility of the individual user to ensure all lodging requirements are completely followed.

**SUMMARY OF REVISIONS**

This instruction changes all references to 446 SPTG/CC to now reflect 446 MSG/CC; changes all reference to 446 MSS/SVX to now reflect 446 SVF/SVX; dictates that mileage will be calculated by using map directions from AAA Insurance Directional Website, [www.aaawa.com](http://www.aaawa.com). The McChord address will reflect 691 A. St, McChord AFB, WA 98438 (para 2.1.); further defines what non-commuter fly-ins are (para 2.1.2.); includes the use of the Customer Automation & Reporting Environment (C.A.R.E.) as one of the approved billing methods (para 2.3.2.); changes all references to reflect the Military Personnel Flight (para 2.4.1. and 2.4.2.); requires all inputs to the non-commute roster be submitted to the 446 SVF/SVX as soon as they occur. Also reflects that the non-commute roster will be sent out periodically or upon request from the unit lodging POC (para 2.4.5.); will block room for the 446 AW UTAs one-year in advance and will hold the rooms for confirmation until Wednesday at 1600 for each respective UTA (para 2.6.2.); any outstanding lodging charges by the member will be forwarded to the 446 SVF/SVX (Wing Lodging POC). The Wing Lodging POC will be responsible to contact the Unit Lodging POC. The Unit Lodging POC will be responsible for contacting the member (para 2.6.3.); changes the Evergreen Inn to now reflect Main Base Lodging (para 2.7.4.); includes methods of reporting changes to the unit non-commute list via email, fax, or mail distribution (para 2.8.4.); places responsibility on the Unit Lodging representatives to provide the 446 SVF/SVX with accurate information for all McChord Fly-ins; further defines non-commute fly-ins priority to on-base lodging (para 2.8.5.); changes process of resolving complaints and/or problems with lodging (para 2.9.7.); clarifies requirements for individuals who desire to be housed together (para 2.9.8.). A bar ( | ) indicates revision from the previous edition.

## 1. Government Lodging Policy:

1.1. Government lodging (on-base and/or contract) during Active Duty Training (ADT) or Inactive Duty Training (IDT) is authorized only for those members who are designated as non-commuters. Exceptions based on emergency, adverse weather, and/or military necessity may be approved by the wing commander or delegated to the 446 Mission Support Group Commander (446 MSG/CC). Exceptions must specify dates included for the special authorization.

1.2. Lodging minimum adequacy standards will be followed except when waived by higher head-quarters.

1.3. When possible, the priorities for on-base lodging are fly-ins, individuals with no local transportation, first sergeants, and unit commanders; in the order identified. This must be annotated in the Remarks Section on the Unit Lodging Roster.

1.4. Wing guidelines for “no shows.” A “no show” is an individual who does not arrive on the day of their reservation. (Properly canceled rooms will not result in the individual being classified as a “no show.”)

1.4.1. The first “no show” will result in a verbal and/or written counseling by the unit first sergeant.

1.4.2. The second “no show” in the same fiscal year will result in loss of lodging privileges for up to 90 days. Unit will be billed \$100 from Operations & Maintenance (O&M) funds to reimburse lodging fund.

1.4.3. The third “no show” in the same fiscal year will result in loss of lodging privileges for up to a year. Unit will be billed \$200 from O&M funds to reimburse lodging fund.

1.5. Air Force instructions require every person staying in government lodging facilities (on base and/or contract) to be registered at the lodging desk. If a member of the 446 AW is found to have an unauthorized guest, the circumstances will be referred to the individual’s unit commander for administrative action. The individual will be assessed the appropriate lodging charge for the additional occupant(s).

## 2. Responsibilities:

### 2.1. General:

2.1.1. Headquarters Air Force Reserve Command (AFRC) will furnish guidance for designating the commute area (currently 50-mile radius or 1 hour driving time). Mileage is calculated from McChord AFB to city of residence, by using map directions from AAA Insurance directional website, located at [www.aaawa.com](http://www.aaawa.com). Calculated drive time is one way. The McChord address that will be used in the calculation is: 691 A Street, McChord AFB, WA 98438.

2.1.2. Non-commuter Fly-ins are members flying into McChord AMC terminal only. Commercial flights into Seattle-Tacoma (SeaTac) International Airport and surrounding areas are not given on-base priority. Members flying into McChord and/or SeaTac must adhere to the same lodging requirements as all other non-commuters.

### 2.2. 446th Airlift Wing:

2.2.1. The 446th Airlift Wing Commander (446 AW/CC) is the approval authority for special case exceptions to the commute area (e.g., emergency, adverse weather, and/or military necessity). (446 AW/CC may delegate approval authority to the group commanders.) Exceptions must specify dates included for the special authorization.

2.2.2. The 446 AW Financial Management and Comptroller Section (446 AW/FMA) will provide financial guidance and support to the 446<sup>th</sup> Services Flight (446 MSS/SVX) Lodging International Merchant Purchase Authorization Card (IMPAC) cardholders.

2.3. 446th Mission Support Group Commander (446 MSG/CC):

2.3.1. The 446 MSG/CC is designated Office of Primary Responsibility (OPR) for matters of policy and procedures relative to lodging the members of the 446 AW.

2.3.2. The 446 MSG/CC will approve financial expenditures for payment of unit training assembly (UTA) and additional flight training period (AFTP) lodging bills through the use of the IMPAC card and the C.A.R.E. website.

2.4. The 446th Mission Support Squadron (446 MSS):

2.4.1. Monthly, the Military Personnel Flight (446 MSS/MPF), will provide the 62<sup>nd</sup> Services Squadron Lodging Office (62 SVS/SVML) with the list of newcomers.

2.4.2. Monthly, the 446 MSS/MPF, will brief this lodging policy during newcomer orientation.

2.4.3. The 446<sup>th</sup> Services Flight Air Reserve Technician (ART) (446 SVF/SVX) will provide functional area expertise and notify Unit Lodging Representatives regarding pertinent lodging information. The Services Flight ART is designated as the Wing Lodging Point of Contact (POC).

2.4.4. 446 SVF/SVX will be the primary IMPAC cardholder for lodging and will follow the applicable guidance regarding the payment of lodging bills.

2.4.5. 446 SVF/SVX will compile the non-commute roster with monthly inputs from the Unit Lodging Representatives. Inputs must be received as soon as address changes, non-commute newcomers, and/or out-processed personnel occur. An updated non-commute roster will be sent out periodically or upon request from the unit lodging POC. This roster is also used to verify the names on the lodging bills.

2.4.6. 446 SVF/SVX will coordinate UTA customer service support to the Lodging Office. Normally, this will consist of a Senior Non-Commissioned Officer (SNCO) or unit First Sergeant assisting the front desk with handling Reserve issues during peak UTA check in periods on Friday evenings.

2.4.7. The Wing Lodging POC will coordinate with the unit first sergeants and Lodging POCs regarding which UTAs their unit will be placed in commercial lodging. This list will be provided to the 62 SVS Lodging Office.

2.4.8. The Wing Lodging POC will coordinate with the unit first sergeant and Lodging POC regarding any reservation request on Thursdays, Fridays, and/or Saturdays prior to an UTA.

2.5. 446th Operations Group (446 OG):

2.5.1. Non-commuters assigned to the 97<sup>th</sup>, 313<sup>th</sup>, 728<sup>th</sup> Airlift Squadrons and 446<sup>th</sup> Aeromedical Evacuation Squadron (446 AES), will be exempt from using the unit lodging reservation rosters due to the necessity to reschedule many UTAs for mission requirements. The individuals will

make their own reservations by calling the 62 SVS Lodging Reservations Office. They will be instructed by their supervisors to make reservations for scheduled UTAs as far in advance as possible. **The 62 SVS Lodging Office will not accept UTA reservations after 1600 on the Wednesday prior to the UTA.** They will also be instructed to declare their duty status to the lodging office, at the time they make their reservations. At check in, they will be required to provide written documentation of their duty status (if on a rescheduled UTA or AFTP). An approved AF Form 40a, **Record of Individual Inactive Duty Training**, copy of a flight order, a letter from the unit Lodging POC or confirmation by a unit ART, by fax or in writing, may be used for this purpose. At check in, if the member does not have an AF Form 40a or proper documentation, they must guarantee the room with a credit card. (Individuals that can provide the proper documentation before checkout will be switched from credit card to unit bill payment.) If performing duty during a scheduled UTA, documentation is not required for duty status. It is the individual's responsibility to cancel their reservations and they are subject to the same constraints and penalties as other 446 AW personnel for any "no shows." The flying units Lodging POC will provide inputs and updates to the 446 SVF/SVX of the status of their non-commuters. A list of the squadron ARTs authorized to confirm the above mentioned information will also be provided to the lodging office.

2.6. 62<sup>nd</sup> Services Squadron Lodging Office (62 SVS/SVML):

2.6.1. Will keep the 446 SVF/SVX informed regarding issues affecting UTA lodging.

2.6.2. Will block rooms for the 446 AW UTAs one year in advance and will hold the rooms for confirmation until Wednesday at 1600 for each respective UTA.

2.6.3. Will bill the individuals directly for any additional room charges (i.e., late check out, phone calls, and/or roommates). If additional charges are not paid at check out, the Lodging Office will mail or fax the bill to the Wing Lodging POC. The Wing Lodging POC will then contact the member's Unit Lodging POC to ensure that the member's prompt payment is made.

2.6.4. Will hold reservations for the Friday night before a UTA until 2100 unless an individual has marked late arrival on the lodging roster or called the lodging desk and indicated the time of their late arrival. If an individual fails to check in by midnight (2400), the reservation will be canceled and the 446 AW will be charged for a "no show." In addition, if a reservation is canceled because it is a "no show" all additional nights on the same reservation will be canceled as well (i.e., Saturday night). Saturday night reservations will be held firm until 1800.

2.6.5. Will provide a list of no shows to the Wing Lodging POC by 0800 on Saturday of the UTA.

2.6.6. Commercial lodging authorization notification.

2.6.6.1. On the Thursday prior to the UTA, the Reservation Office will provide the Wing Lodging POC with a list of hotels that will be used for the UTA.

2.6.6.2. The Reservation Office will use the unit list provided by the Wing Lodging POC to identify which units will be placed in commercial lodging.

2.6.6.3. The commercial lodging authorization letters will be faxed to the hotel on the arrival date prior to normal check-in time at the hotel.

2.6.6.4. The list of names of personnel sent to commercial lodging will be provided to the Wing Lodging POC to use for billing verification.

2.6.7. The lodging accounting office will forward bills to the 446 SVF/SVX for payment in accordance with Air Force guidance.

2.7. Unit Commander:

2.7.1. Will enforce the provisions of this instruction.

2.7.2. Will designate an ART or other full-time employee to act on his or her behalf as the Unit Lodging Representative. Names will be provided, in writing, to the 446 MSG/CC.

2.7.3. Unit commanders will ensure that procedures are established to familiarize newcomers with lodging policies and procedures.

2.7.4. Will provide SNCOs and first sergeants to assist Friday night handling of Reserve lodging issues at the Main Base Lodging.

2.8. Unit Lodging Representative:

2.8.1. Serves as the primary focal point for any communications and reservations with the 62 SVS Lodging Office, unit member, and the 446 SVF/SVX.

2.8.2. Will keep the unit commander informed on any pertinent lodging information.

2.8.3. Maintains an activity log regarding additions and cancellations to lodging requests. This log will be forwarded to the 62 SVS Lodging Office, upon request.

2.8.4. Forwards changes and/or additions to the unit non-commute list to 446 SVF/SVX by the Monday after the B UTA via email, fax, and/or mail distribution.

2.8.5. Will provide the 446 SVF/SVX with accurate information for all McChord Fly-ins. This will be accomplished by the proper annotations made on the non-commute roster. NOTE: Those designated on non-commute roster as members flying into the McChord AMC Terminal only are considered fly-ins and will be given priority for on-base lodging.

2.8.6. Will notify 62 SVS Lodging Office by 1600 on the Wednesday prior to the UTA of any changes to their lodging requirements for the UTA. The 62 SVS Lodging Office will take no additional reservations after that time. Any reservation request that needs to be made after the cutoff must be directed to the Wing Lodging POC.

2.8.7. Reviews UTA lodging roster and forwards to the 62 SVS Lodging Office as soon as possible after the UTA but no later than 1200 on the Friday after the UTA.

2.8.8. Coordinates responses to "no show" letter and identifies actions taken by the First Sergeant and Commander. Forwards actions taken to 446 SVF/SVX.

2.8.9. Coordinates responses to status inquiries made by the Wing Lodging POC when verifying lodging bills.

2.9. Individual Reservist:

2.9.1. The individual is responsible for calling the Unit Lodging Representative to change, cancel their reservations, or notify of late arrival (See Section 2.5.1. regarding personnel in the 97 AS, 313 AS, 728 AS, and 446 AES). This should be accomplished prior to 1600 of the Friday before each UTA. After 1600 hours, call the front desk at the lodging office to cancel the room. If a reservation is canceled by phone, be sure to note the time and name of the reservations clerk who

accepted the cancellation. **NOTE: No UTA lodging reservations will be accepted after 1600 on the Wednesday prior to the UTA.**

2.9.2. If an individual expects to arrive after 2100 on Friday or 1800 on Saturday, an exception must be annotated in the Remarks Section of the Lodging Roster. Reservations for the Friday night before a UTA will be held firm until 2100. If an individual fails to check in by midnight (2400), the reservation will be canceled and the 446 AW will be charged for a "no show." In addition, if a reservation is canceled because it is a "no show" all additional nights on the same reservation will be canceled as well (i.e., Saturday night). Saturday night reservations will be held firm until 1800.

2.9.3. It is the member's responsibility to ensure the 62 SVS Lodging Office is kept informed of the current duty status (e.g., annual tour, school tour, Man-Power Authorization (MPA), UTA, AFTP, or special tour) and if the duty status changes during their stay in lodging.

2.9.4. It is the individual's responsibility to make reservations for annual tour, school tour, MPA or special tour. Units may establish procedures to have the reservations made by the Unit Lodging Representative.

2.9.5. Individuals on orders (AF Form 938, **Request and Authorization for Active Duty Training/Active Duty Tour**) are required to pay for their lodging.

2.9.6. Individuals in rescheduled UTA status will provide the lodging front desk with a copy of their AF Form 40a. At check in, if the member does not have an AF Form 40a, then they must guarantee the room with a credit card. (Individuals that can provide the proper documentation before checkout will be switched from credit card to unit bill payment.)

2.9.7. Individuals having problems with lodging should first speak with the front desk personnel on the matter. If still unsatisfied with the resolution, then they should speak to the manager as well as put their complaint in writing using a Lodging Customer Comment Form. If the member is in contract quarters and/or off-base hotel, the same chain-of-command should be utilized. If the problem is not corrected, contact the 62 SVS Lodging Manager, unit First Sergeant, or their unit Lodging Representative. If using an off-base lodging comment card, send the original to the 62 SVS Lodging Office and copies to their Unit Lodging Representative. Under no circumstances should individuals use inappropriate language and/or behavior when dealing with the lodging staff.

2.9.8. If members desire to be housed together, they must annotate that on the unit lodging roster sent to 62 SVS Lodging Office for reservations.

2.9.9. It is each individual's responsibility to notify his or her unit lodging POC of any change in address.

2.9.10. Officers and SNCOs willing to waive the room square footage requirements (for on-base quarters only) for their rank should annotate this on the lodging roster.

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